



**Jersey Care  
Commission**

## **Summary Report**

**Pinewood**

**Care Home Service**

**Le Mont Millais  
St Helier  
JE2 4RW**

**31 August and 6 September 2022**

## SUMMARY OF INSPECTION FINDINGS

The following is a summary of what we found during this inspection. Further information about our findings is contained in the main body of this report.

There was evidence of relevant policies and procedures being in place to ensure the safety of care receivers and staff. This included relevant fire checks and drills for staff.

There will be an area for improvement concerning safe recruitment checks as although the majority of checks were in place; there was evidence in three staff files of the management not being in receipt of the second reference prior to the start date of the employee.

There was a homely and lively feel on arrival at the home and evidence of new furnishings and decoration throughout the home. Staff were seen to be attentive in their interactions with care receivers who were treated with courtesy and respect.

There was positive feedback from care receivers, relatives and health professionals concerning both the home itself and the care provided, supporting the evidence of person centred care and a homely environment.

A review of the assessment paperwork and electronic care plans for a sample of care receivers provided examples of person-centred plans, with evidence of regular review dates and updates.

There was evidence from discussion with staff and the Registered Manager of the training opportunities for staff within the home. There is also a clear induction programme for staff and regular supervision and appraisal.

Regular audit and monthly reporting provide further quality assurance of the service and ensure the safety of staff and care receivers. This is highlighted further under the heading of 'safety'.

## IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

<b>Area for Improvement 1</b> <b>Ref:</b> Standard 3, 3.6	The Registered Provider must ensure that all safe recruitment checks are completed and on file prior to workers commencing employment.
<b>To be completed by:</b> with immediate effect.	<b>Response by registered provider:</b>  Pinewood Residential Home understand this improvement in relation to provision of a second reference in place prior to commencement. We will ensure that all safe recruitment checks are completed prior to commencement of employment and will ensure this is fully adhered to. All recruitment files will be discussed with home manager and business administrator prior to agreement of a start date. If a start date is agreed and second reference is not on file, the commencement date will be delayed until such time that the reference is received.

The full report can be accessed from [here](#).